

PENSIONS SECTION ADMINISTRATION

APPENDIX 3A to Budget Monitoring Report at 31st July 2012

Key Performance Indicators

INDICATOR	Green Red Amber	Reporting Dept	2011/12 Actual	Target for 2012/13	Actual - 4 months to 31/07/2012	Comment
-----------	-----------------------	-------------------	-------------------	-----------------------	---------------------------------------	---------

A Customer Perspective

1a	General Satisfaction with Service - clinic feedback	G	Admin	99%	95%	0.00%	0 clinics held during period.	Graph 1
1b	General Satisfaction with Service - retirees feedback	G	Admin	97%	95%	97.50%	Quality and in particular confidentiality of venue was the least well-scored. Concentrating on this for future	
2	Percentage Compliance with Charter Mark criteria	G	Admin	90%			Chartermark Accreditation obtained as part of B&NES Finance in 2008 - re-assessment is due in 2011	
3	Level of Equalities Standard for Local Government	G		100%	100%	100%		
4a	Service Standards - Processing tasks within internal targets (SLA)							
	Deaths [12 days]	G	Admin	64%	90%	65.79%	25 of 38 Tasks were completed within target	
	Retirements [15 days]	G	Admin	75%	90%	88.61%	599 of 676 Tasks were completed within target	
	Leavers (Deferreds) [20 days]	A	Admin	52%	75%	74.67%	1014 of 1358 Tasks were completed within target	
	Refunds [5 days]	G	Admin	75%	75%	85.71%	42 of 49 Tasks were completed within target	
	Transfer Ins [20 days]	G	Admin	40%	75%	49.28%	103 of 209 Tasks were completed within target	
	Transfer Outs [15 days]	G	Admin	57%	75%	65.43%	106 of 162 Tasks were completed within target	
	Estimates [10 days]	G	Admin	89%	90%	89.42%	964 of 1078 Tasks were completed within target	
4b	Service Standards Processing tasks within statutory limits	G	Admin	100%	100%	100%		
5	Number of complaints	G	Admin	0	0	0	No complaints received in the period	
6	Pensions paid on time	G	Admin	100%	100%	100%	All paid on time	
7	Statutory Returns sent in on time (SF3/CIPFA)	G	Admin	on time	100%	100%	sent on time	
8	Number of hits per period on APF website	G	Admin	66,847	60000p/a 5000p/q	17884	5961 per calendar month for reporting period	Graph 2
9	Advising members of Reg Changes within 3 months of implementation	G	Admin	100%	100%	n/a	none this quarter	
10	Issue of Newsletter (Active & Pensioners)	G	Admin	100%	100%		Newsletter sent to Actives in July giving details of expected new LGPS 2014 Scheme	
11	Annual Benefit Statements distributed by year end	G	Admin	70%	100%	N/A	due next quarter	

B People Perspective

1	Health & Safety Compliance		G	All	100%	100%	100%	Regular reviews held		
2	% of staff with Investor in People Award (IIP)		G	All	0%	100%	100%	n/a - re- awarded in Summer 2010		
3	% of new staff leaving within 3 months of joining		G	All	0%	4%	0%	No leavers		
4	% of staff with up to date Performance Reviews		G	All	97%	100%	100%	All completed		
5	% Sickness Absence	a) Short Term	b) Long Term	G	All	2.21%	a) 3% b) 3%	a)1.22 b) 0%	Ahead of APF target and well ahead of corporate target of 5%	Chart 3
6	% of staff with an up to date training plan		G	All	100%	100%	100%	Staff training requirements for all staff identified from Staff meeting in 2010 new form set up to use at 1 - 1 meetings to supplement Performance Review assessment. Courses (internal & external) are open to relevant staff as when available, services bought in where bulk training necessary.		

C Process Perspective

1	a) Services actually delivered electronically	b) Services <i>capable</i> of delivery to members	A	Admin	a) 0.3% b) 100%	a) 4% b) 100%	a) 0.3% b) 100%	a)0.03% represents the members who agreed receive the Newsletter electronically. Internet Access means that over 2000 members are happy to receive info electronically b) Section able to deliver all targeted services electronically (See Admin Report)	
2	% Telephone answered within 20 seconds		G	Admin	99%	98%	97.8%	8874 calls, 8675 answered within 20 seconds	Graph 4
3	% Complaints dealt with within Corporate Standards		G	Admin	100%	100%	100%		
4	Letters answered within corporate standard		G	Admin	95%	95%	100%	Ahead of target	
5	Maintain work in progress/outstanding at below 10%		G	Admin	3.73%	10%	4.59%	6837 Created, 6523 cleared (95.41.% leaving 4.59% of workload outstanding) Ahead of target	Graphs 5 & 7)
6	Collection of Pension Contributions:- a) % Received late b) Total Value of late contributions		G	Accounts	a) 6% b) 0.05%	a) 0% b) 0%	a) 2.5% b) 0.03%	3 out of 106 employers sent their contributions in late. No persistent late-payers. Average delay of late payers 3 days. Employers are reminded regularly of their legal obligations to pay on time and the possibility (under the 2007 Admin Regs) of billing them for extra charges if unnecessary additional work is created for APF.	
7	Year End update procedures (conts & salaries received by 31/08/2012)		G	Admin	81%	100%	99.5%	99.95% of Pen Conts and Pen Rems now received - 7 small employers still awaited	
8	No. of customer errors (due to incomplete data)		G	Admin	2%	3%	2%	Acceptable error level	

D Resource Perspective

1	% Supplier Invoices paid within 30 day or mutually agreed terms		G	Admin	91%	94%	98.00%	Business Financial Services (inc Pensions) figure is marginally below target	
2	Temp Staff levels (% of workforce)		G	All	3.67%	3%	0.83%	Below target	
3	% of IT plan achieved against target		R	Supp & Dev	24%	100% (25% p/q)	20%	EDI progress has been slow. The new Admin Strategy will be used to encourage employers to provide information electronically as the norm. New Employer Access module to be rolled out in 2011 will allow employers to key information electronically into the pensions database.	
4	% of Training Plan achieved against target		G	Supp & Dev	100%	100%	100%	Staff training requirements for all staff identified from Staff meeting in 2010 new form set up to use at 1 - 1 meetings to supplement Performance Review assessment. Courses (internal & external) are open to relevant staff as when available, services bought in where bulk training necessary.	